Headquarters U.S. Air Forces in Europe

"Bring Your Courage"

Referral Management Center & Consult Tracking

Dec 2005

HQ USAFE/SG

Ramstein AFB

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Overview

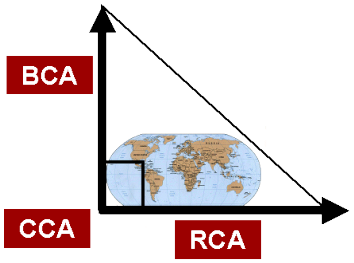
- Background
- Why we need RMCs?
- What is RMC?
- Business Rules
- JCAHO/HSI
- Performance Measures
- Current Status of RMCs
- Consult Tracking Tool
- Success Story

Background

- **FY04 AFMS centrally funded 15 MTFs to stand-up RMCs**
- **FY05 nearly all MTFs (77) received RMC funding**
- **FY06 –FY08 POM**
- **Central contract available to all MTFs; may choose local contract**

Why do We Need It?

Because It Matches Resources to Ri



SPEARR
Small Portable Expeditionary Aeromedical Rapid Response

RM

RM

ECA

- Currency through CCA
- MTF specialty service capacity
- Keeps medical forces current & medically ready (full-up rounds)
- Recapture of specialty referrals – more capability

CCA

- Peer Groups 4 & 5 -- 979K+ beneficiaries
- 38%+ in SE/SW Regions
- Aging/high use/high risk population
- Target rich referral population – drives ECA
- Retention

BCA

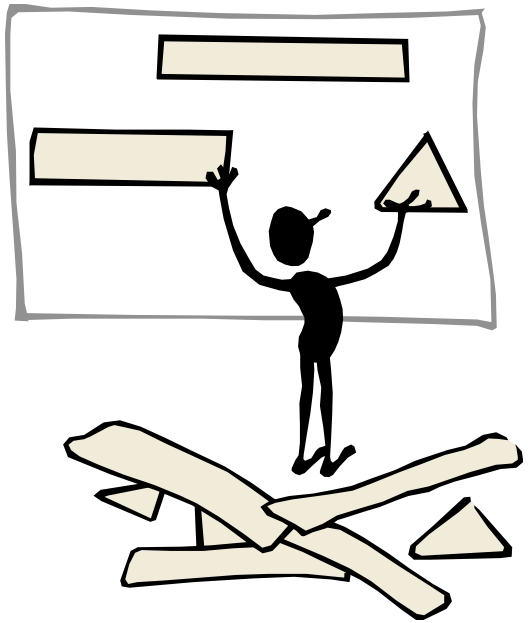
- Matches resources to financial risk
- Fully utilize MTF capacity/capability
- Achieve ROI for MTF specialty care & return $$$ to MTF
- Takes right patient, right provider, right time, right place at right cost

Long View Strategy

"Bring Your Courage"

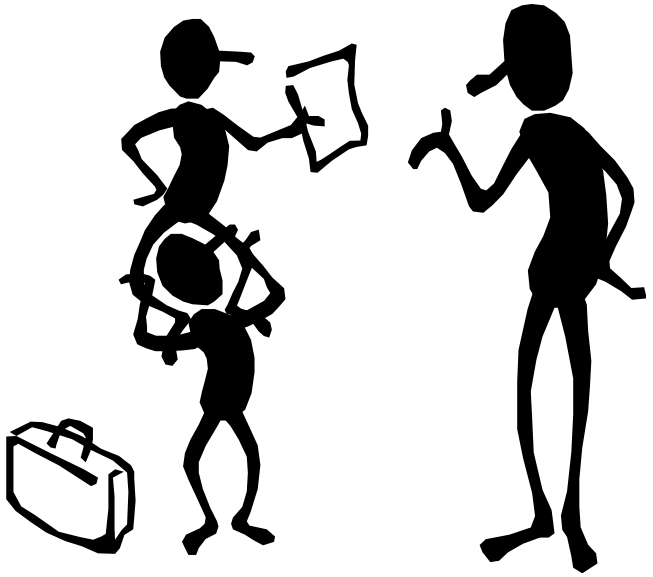
Why do we need it?

- **Under the Next Generation of TRICARE Contracts (T-Nex) Each MTF/CC will be Financially Accountable for All Enrollee Care (MTF & Network)**
- **AFMS Handles over 1.1 Million Referrals Each Year, but …**
  - Only 47% of Direct Care & 41% of Network Care Referral Results Are Returned
  - Tracking Down Referrals Costs 20% of Primary Care Team's Time
  - Could Possibly Gain 240 – 20 Minute Appointments/ Provider/Year if Referral Process Improved
    - $$$ Saved!
    - Happier Patients, Providers, Staff



What Is The RMC?

- It is a **"One-Stop Shop"** Where Patients Go When Their PCMs Request Specialty Care Referrals
- It is Located in an MTF
- It is Staffed By Clinical and Administrative Professionals That Have a Multifaceted Role in Managing <u>All</u> Specialty Care Referral Functions for the MTF, Direct Care System, or Network
- *RMC Users' Guide* available at https://kx.afms.mil/healthbenefits



Referral Management Center "One Stop Shop"

- **Appointing**: Appoint Patient Prior to Leaving MTF (Direct or Network)
- **Health Benefits**: Advise Patients on Referral/Treatment Options, Travel Requirements etc.
- **Tracking**: Track All Referral Requests/Results Going Out of/into MTF; Follow-up to Obtain Results
- **Review:** Review Referral for Appropriateness, Administrative and Medical Completeness, Covered CHAMPUS Benefit
- **Coordination Functions**: Determine Where Referral Will Go, Based on Rule Sets/MOAs/Local Market Conditions, and MTF Availability, Capacity
- **Customer Service**: Relieve Requesting Provider From as Many Administrative Burdens as Possible

1. Pt sees PCM
2. Referral Sent via CHCS/EWRAS
3. Pt goes to RMC

Referral Management Center (RMC)

4. RMC Appoints PT to Specialis
5. Pt seen by Specialis
6. Specialty Report sent to RMC
7. RMC sends report to PCM

"Bring Your Courage"

RMC 3 Big Rocks

1. **All Referrals go through RMCs**
2. **Right of First Refusal (CONUS only)**
3. **All Referrals must be tracked**

Business Rules

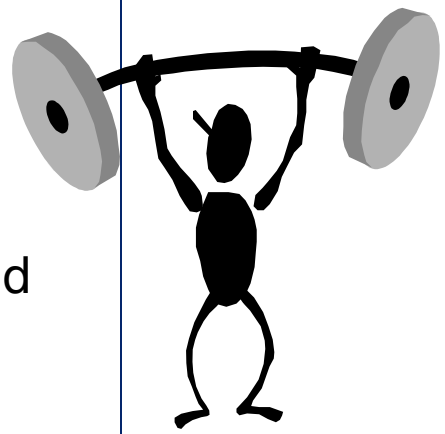
- 100+ rules
- Reduce variations amongst MTF processes—standardized to support complex ops
- Key Rules
  - 1-7-28 ATC standard
  - Results from military providers (specialists) returned to referring provider within 72 hours of visit
  - Results from host nation providers (specialists) returned to referring provider within 20 days of visit
  - Patient receives specialty appointment before leaving MTF

Inspections

- **JCAHO:** For Full Compliance All Referral Requests Must Be Tracked and Accounted For
- **HSI Checklist Requirements:**
  - Tracking Mechanism Existed for Referrals, Including Feedback Mechanism to Provide Referring Provider with Clinical Results of Referral or Notification of Subsequent Specialty to Specialty Referral
  - Non-emergent Referrals Entered Into CHCS Using the Consult Order Entry (CON) Program
  - Beneficiaries Called One Telephone Number for All Appointment and Referral Needs; Call Routing, if Needed, Occurred Without Requiring Patient to Make Additional Telephone Calls
  - TRICARE Prime Patients are Scheduled for ACUT, SPEC, PROC, Appointment Types Within ATC Standards

Performance Measures

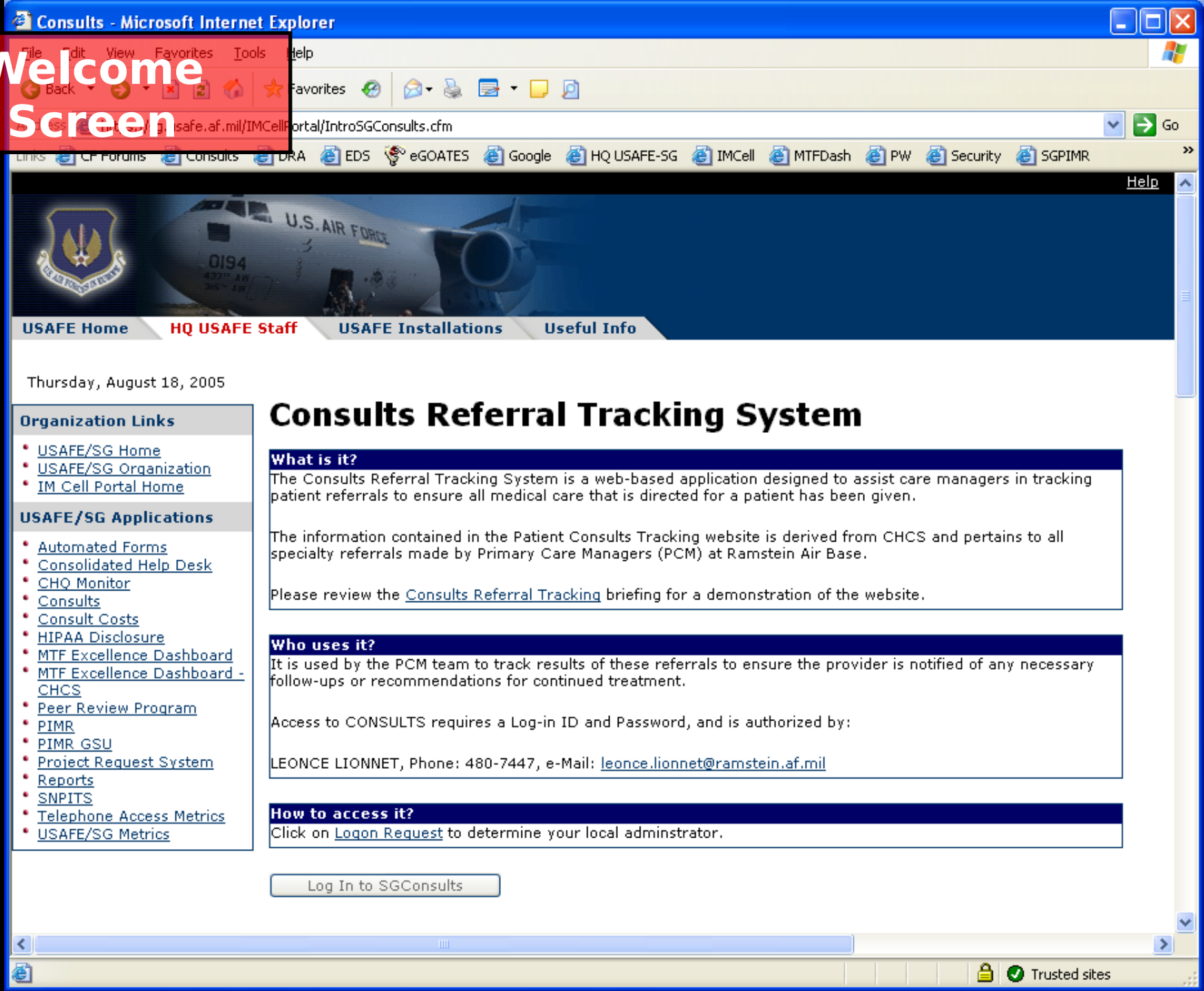
- Military MTF Specialists: Preliminary Results Returned to Requesting Provider/Patient Record NLT 72 hours After Appointment
- Network Specialists: Preliminary Results Returned to Requesting Provider/Patient Record NLT 20 Working Days of Specialty Encounter
- Patients Receive Referral Appointments Prior to Leaving MTF 80% of Time
- Patients Requiring Referral Appointed Within Access Standards
- Non-Availability of Required Network Referrals
- **Prime Containment Metric:** TRICARE Prime Patients Referred to Network Even Though MTF Had Capacity and Capability to Care for Patient Within Access to Care Standards
- **Return on Investment** (ROI): For Right of First Refusal & Redirected Care … Must Show Cost Benefit!



USAFE MTF Status

- 7/9 USAFE MTFs funded
- 1 central; 6 local
- As of 30 Sep 05 all contracts awarded; 4 MTF RMCs staff in place
- Business Rules Implementation Plans by all MTFs
- Monthly Teleconferences with MTFs
- MAJCOM Visits to MTFs
- Share lessons learned
- Consult Tracking Tool—web based

Welcome Screen


Consults - Microsoft Internet Explorer
File Edit View Favorites Tools Help
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safe.af.mil/IMCellPortal/IntroSGConsults.cfm
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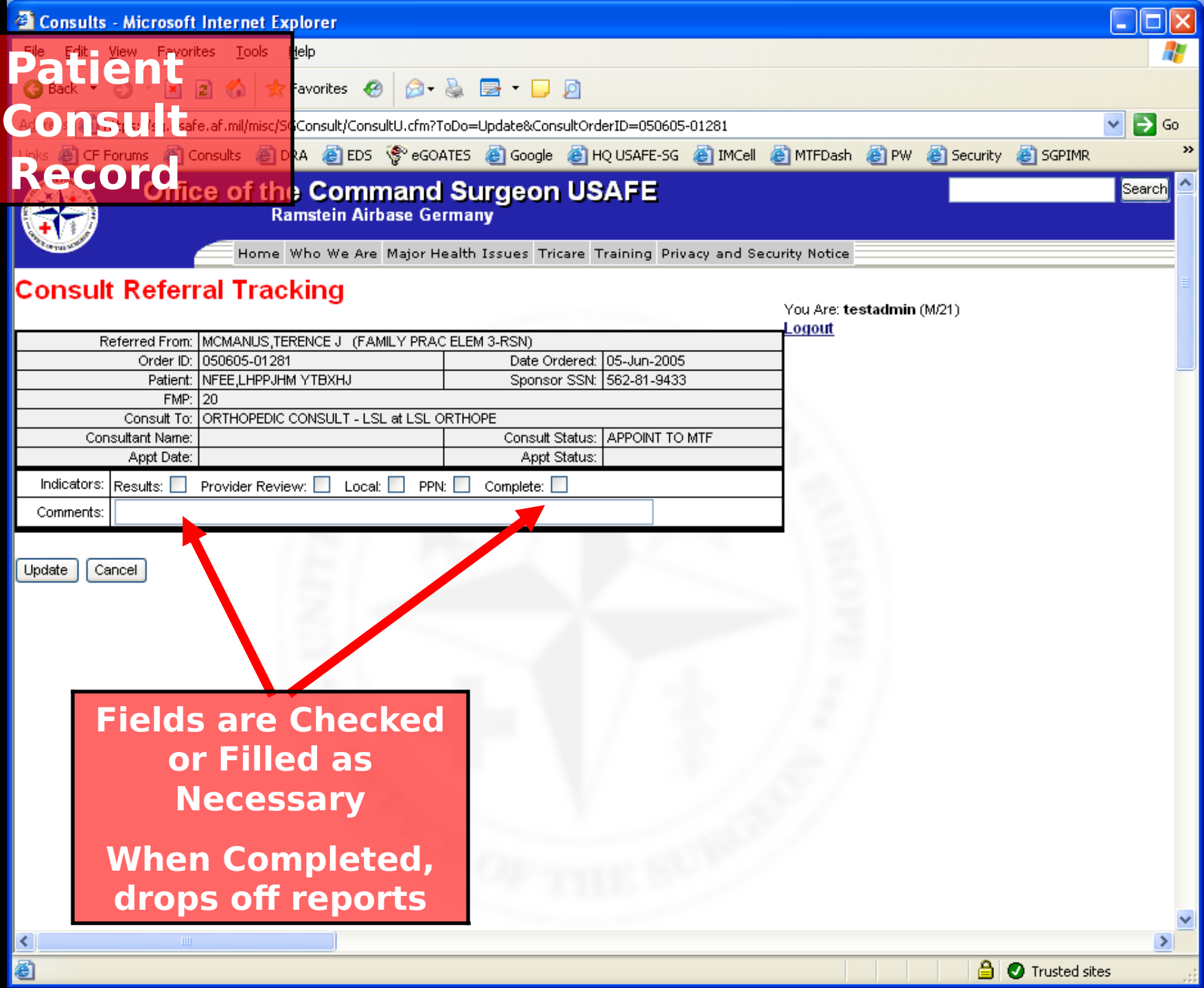
Help
U.S. AIR FORCE
USAFE Home
HQ USAFE Staff
USAFE Installations
Useful Info
Thursday, August 18, 2005
Organization Links
USAFE/SG Home
USAFE/SG Organization
IM Cell Portal Home
USAFE/SG Applications
Automated Forms
Consolidated Help Desk
CHQ Monitor
Consults
Consult Costs
HIPAA Disclosure
MTF Excellence Dashboard
MTF Excellence Dashboard - CHCS
Peer Review Program
PIMR
PIMR GSU
Project Request System
Reports
SNPITS
Telephone Access Metrics
USAFE/SG Metrics
Consults Referral Tracking System
What is it?
The Consults Referral Tracking System is a web-based application designed to assist care managers in tracking patient referrals to ensure all medical care that is directed for a patient has been given.
The information contained in the Patient Consults Tracking website is derived from CHCS and pertains to all specialty referrals made by Primary Care Managers (PCM) at Ramstein Air Base.
Please review the Consults Referral Tracking briefing for a demonstration of the website.
Who uses it?
It is used by the PCM team to track results of these referrals to ensure the provider is notified of any necessary follow-ups or recommendations for continued treatment.
Access to CONSULTS requires a Log-in ID and Password, and is authorized by:
LEONCE LIONNET, Phone: 480-7447, e-Mail: leonce.lionnet@ramstein.af.mil
How to access it?
Click on Logon Request to determine your local adminstrator.
Log In to SGConsults
Trusted sites

Home Page

Consults - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Favorites
Address https://sg.usafe.af.mil/misc/SGConsult/Index.cfm
Go
Links CF Forums Consults DRA EDS eGOATES Google HQ USAFE-SG IMCell MTFDash PW Security SGPIMR
Office of the Command Surgeon USAFE
Ramstein Airbase Germany
Search
Home Who We Are Major Health Issues Tricare Training Privacy and Security Notice
Consult Referral Tracking
Search for Consults
You Are: testadmin (M/21)
Logout
DMISID: 806
Search
By Sponsor SSN: 123-45-6789
-or- By Order ID:
Go
Provider Dashboard NEW
Manage User-IDs
Usage Log
Reports
Select a Referrer then Click on a Report Below
1. Unscheduled Consults (After 10 Days)
2. Consults With Overdue Results (All)
3. Consults With Overdue Results (Local)
4. Consults With Overdue Results (PPH)
5. Appointment Dates Beyond 45 days of Consult Date
6. Consults with Kept Appointments but no Results (After 7 days)
6a. Consults with Kept Appointments but no Results (After 7 days) (All Providers)
Look Up Consult
1. Sponsor SSN or
2. Consult Order ID
Done
Trusted sites

Patient Consult Record


Consults - Microsoft Internet Explorer
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Back Favorites
Consult/ConsultU.cfm?ToDo=Update&ConsultOrderID=050605-01281
Go
Links CF Forums Consults DRA EDS eGOATES Google HQ USAFE-SG IMCell MTFDash PW Security SGPIMR
Office of the Command Surgeon USAFE
Ramstein Airbase Germany
Search
Home Who We Are Major Health Issues Tricare Training Privacy and Security Notice
Consult Referral Tracking
You Are: testadmin (M/21)
Logout
Referred From: MCMANUS,TERENCE J (FAMILY PRAC ELEM 3-RSN)
Order ID: 050605-01281
Date Ordered: 05-Jun-2005
Patient: NFEE,LHPPJHM YTBXHJ
Sponsor SSN: 562-81-9433
FMP: 20
Consult To: ORTHOPEDIC CONSULT - LSL at LSL ORTHOPE
Consultant Name:
Consult Status: APPOINT TO MTF
Appt Date:
Appt Status:
Indicators: Results: Provider Review: Local: PPN: Complete:
Comments:
Update
Cancel
Fields are Checked or Filled as Necessary
When Completed, drops off reports
Trusted sites

Robust reports

- By Provider
- Summary by all providers
- Unscheduled consults after X days
- Appointment date beyond 30 days
- Consults with Kept Appointments, but no Results (After 7 days)
- Summary of Complete vs. Open Consults
  - By Date
  - By Provider
- Summary by Referred To clinic
- Provider Dashboard

Planned Enhancements

- **Based on AF RMC Business Rules**
- **Examples**
  - **Total Consults received per specialty, by beneficiary category**
  - **Total Consults per Provider and Specialty**
  - **Disposition of Consults and Reasons for Deferral and Denial**
  - **Breakdown of Time Periods to Access Each Specialty, internally and externally**
  - **Total Consults Denied Access to the MTF**
  - **Rate of Return for MTF and Direct Care System (72 hours) and Network/Non-network providers (10 working days) reports**

Success Story

- 435 MDG Ramstein AB Germany
  - 2002 -- JACHO Type I Referral Tracking
  - 2002 -- began using USAFE/SG Tracking tool
  - Improved consult tracking results from 15% to 75% with 12 months